

Parents and children whose native language is not English have the right to communicate together and with the worker in their native language during the CA/N Investigation, protective services, and alternative care services process. Guidelines for ensuring these rights include the following:

- Allow parents and children the choice of communicating in their native language;
- If the Children's Service Worker needs to monitor the communication for counseling or therapeutic purposes, the client should be advised that it is important for everyone to know what is being said. The client may speak in English or a language in which the worker is fluent. If the client chooses to speak in his/her native language, an interpreter may be needed;
- If the Children's Service Worker has reason to believe that parents and/or children are using their native language to circumvent the authority of Children's Division (CD) or the courts in matters of child custody or out-of-home care placement, the worker shall make reasonable efforts to obtain an interpreter in the family's native language, at no cost to the family. The interpreter should be able to speak and understand the native language fluently;

NOTE: "Reasonable efforts" in this instance, are defined as attempts made to determine the presence of an interpreter in the community, or within a reasonable access to the community who can assist during visitation.
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- If the Children's Service Worker is unable to obtain a qualified interpreter, all efforts made to obtain the services of such an interpreter should be documented;
- Payment for interpreter services may be made through SEAS, if contracted, or through CSIPS using appropriate forms.

MEMORANDA HISTORY: